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APPLICANTS

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** CONTINUING DATA ***** *none SMD*

** FOREIGN APPLICATIONS ***** *none SMD*

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 10/02/2001

Foreign Priority claimed	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no		
35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance		
Verified and Acknowledged <i>APTCY</i>	Examiner's Signature <i>APTCY</i> Initials		
STATE OR COUNTRY IL	SHEETS DRAWING 2	TOTAL CLAIMS <i>42 51</i>	INDEPENDENT CLAIMS 6

ADDRESS

24628

TITLE

Agent desktop management system with agent training

FILING FEE RECEIVED 1346	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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